• This product was developed by the Robert Wood Johnson Foundation Diabetes Initiative. Support for this product was provided by a grant from the Robert Wood Johnson Foundation® in Princeton, New Jersey.
The Role of the *Promotora* in a Comprehensive System of Care

AADE Annual Meeting
Los Angeles, August 2006
Lourdes Rangel
 Agenda

- Gateway Community Health Center
- Data
- Integration of the *Promotora Model* into the Medical Component
- Results
Demographics

- Located in Laredo, Texas (along U.S.-Mexico Border)
- Began operations in 1963
- Center offers a wide array of medical care services provided by physicians and/or mid-level practitioners
- Over 75,000 medical, dental, and specialty care patient visits were provided in 2005 (172% increase in 5 years)

Patient Demographics
- 98.5% Hispanic
- 98% of patients live below 200% federal poverty level
- 63% uninsured

Mission Statement
“To improve the health status of the people we serve in Webb County and surrounding areas by striving to provide high quality medical, mental and dental care; health promotion and disease management services in a professional, personal, and cost effective manner.”
### Gateway
- 99% Hispanic
- 63% Uninsured
- 16% have diabetes

### Texas
- 32% Hispanic
- 25% Uninsured
- 8% of Hispanic adults have diabetes

### U.S.
- 13% Hispanic
- 16% Uninsured
- 13.6% of Hispanic adults have diabetes, almost twice that for non-Hispanic whites

- In Webb County, one in six adults has type 2 diabetes.
- Webb County also has one of the highest mortality rates for Type 2 diabetes in the state.
- Diabetes and Hypertension are the two main diagnosis at Gateway with 2,807 patients with diabetes and 2,303 with hypertension.

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Census 2000; Kaiser Family Foundation
Collaborative Partnerships

- National Heart, Lung and Blood Institute
- Human Resources Services Administration
- Pan American Health Organization
- Department of State Health Services
- Robert Wood Johnson Foundation
- Pfizer Health Solutions Inc.
- Methodist Healthcare Ministries
- UT Health Science Center San Antonio-Dental School
- Friends of the Congressional Glaucoma Caucus

- Patients
- Family Members
- Medical Providers
- Certified Diabetes Educator
- Medical Support Staff
- Promotoras
- Board of Directors
- Administrators
Services for Patients with Diabetes

- Drug Assistance Program
- Dental Hygiene Services
- Medical Services
- Podiatry Clinic
- Minor Behavior Health
- Disease Management Courses
- Diabetic Supplies ($10.00 co-pay)
- Yearly Eye Exam ($20.00 co-pay)
- Assistance with Laser Surgery
- Glaucoma Screening (Free)
Main Components

1. Provider Internalization of Self-management principles;

2. An infrastructure that supports the volume yet provides some consumer choices regarding delivery;

3. A system of referral, follow-up, feedback and documentation that produces integrated and consistent self-management clinical practice;

4. A system that recognizes, manages chronic illness, and related negative emotions.
Reinforces topics from classes

**Topics Include**

- Understanding what diabetes is
- Strategies and benefits of good diabetes control
- Importance of blood sugar monitoring
- Nutrition
- Lifestyle behaviors (physical activity, weight management, smoking cessation)
- Problem solving
- Medication
- Mental health
- Partnership with healthcare team
- Identifying and prevent diabetes complications
- Social support
- Preventive care
- Community resources

**Diabetes Group Classes**
10 week curriculum

**Support Groups**
Reinforces topics from classes

**Promotoras:**

- Patient needs
- Individual contacts, as needed
- Patient advocate
- Liaison to healthcare team
- Documentation

**Promotoras (Community Health Workers) Self-Management Intervention**

**Diabetes Initiative**
A National Program of The Robert Wood Johnson Foundation
**CHW Protocol for Depression**

**PHQ administered by CHW/Promotores at the 2nd and 9th class of Diabetes SM Course**

- **Patient participating in SM Course with a PHQ score of 5-9/10-14**
  - PHQ Form will be placed in Provider’s box for review.
- **Patient participating in SM Course with a PHQ score of > 15**
  - Refer to Nurse in Charge: Medical record will be given to Provider for review.
- **Patient participating in SM Course with suicidal thoughts.**
  - Patient will be walked to nurse’s station and the patient will be seen by the Provider that same day.

**If patient states he/she feels depressed and has suicidal thoughts, continue talking to patient and have someone call 911.**

**Doctor may refer to the CHW for Follow-up**

- **CHW documents in Progress Note.**
  - Weekly phone calls continue until symptom improvement.
- **PHQ will be filed in medical record. CHW will not conduct further follow-up.**

**Medical team contacts patient for follow-up or treatment plan/change**

**Group Classes and Support Groups add content specific for Depression**

**All classes and support groups are conducted during clinic hours.**

**Medical team contacts patient for follow-up or treatment plan/change**

**PHQ should be reviewed immediately.**
CHW TRAINING TOPICS AND EVALUATION

✔ Clinic Site Orientation
✔ Medical Records
✔ Diabetes Self Management
✔ Leadership
✔ Time Management
✔ Listening Skills
✔ How To Make a Home Visit and Referrals
✔ Advocacy

300 Hours of Training

✔ Promotora Safety
✔ Problem Solving
✔ Mental Health Training
✔ Stress Management
✔ Support Group Facilitation
✔ Community Resources
✔ Communication Skills

Evaluation

Skills List  3-month  12-month  Patient
MD Visit → Assessment → MD Education (verbal and printed handouts) → Treatment Plan

Labs
Medication Care Plan

MD Follow up 1 month:
Review labs & initial treatment plan

MD Follow up x 3 months, as needed
Care that Includes Promotoras (CHW)

MD Visit → Assessment → MD Education (verbal and printed handouts) → Treatment Plan
  Labs
  Medication
  Care Plan
  Referral to Promotora program

MD Follow up 1 month: Review labs & initial treatment plan
  Patient educated and more informed

MD Follow up x 3 months, as needed
  MD visits are more focused, less follow up required

Extensive Education
  - Using glucose meter
  - Education on medication
  - How to check feet
  - How to identify complications
  - Support for lifestyle changes

Group classes and individual support

Appt scheduled

Promotoras
## Benefits of Promotora Program

<table>
<thead>
<tr>
<th>To Providers</th>
<th>To Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>More efficient use of time</td>
<td>More time received on education</td>
</tr>
<tr>
<td>Improved diabetes control</td>
<td>Improved health outcomes</td>
</tr>
<tr>
<td>Assessment of social needs/concerns</td>
<td>Individualized care</td>
</tr>
<tr>
<td>Reinforce treatment plan</td>
<td>Greater adherence</td>
</tr>
<tr>
<td>Extension of Providers services</td>
<td>Improved access to care</td>
</tr>
<tr>
<td>Health advocate / additional clinic services and referrals</td>
<td>Specific needs met by appropriate referrals</td>
</tr>
<tr>
<td>Implement clinical protocols</td>
<td>Improved quality of care</td>
</tr>
</tbody>
</table>
Success Story

Profile
• Mr. Emilio Resendiz
• Hispanic
• 30 years of age
• Patient since 2003
• Married

Medical History
• Diabetes Type 2
• Hypertension

Medications
• Glyburide 1.25mg (½ tab daily)
• Enalapril 2.5mg (½ tab daily)
Success Story - Progress

- **8/2003**
  - A1c: 10.3
  - Wt: 174.5 lbs
  - BMI: 29.95

- **8/2003**
  - Enrolled in Promotora Program

- **10/2003**
  - Graduated from Promotora Program

- **4/2004**
  - A1c: 5.4
  - Wt: 170 lbs
  - BMI: 29.18

- **10/2004**
  - A1c: 5.5
  - Wt: 169 lbs
  - BMI: 29.01

- **8/2005**
  - A1c: 5.3
  - Wt: 164 lbs
  - BMI: 28.15

- **24-months**
Thank You!

Self Management is the key to good control of diabetes and emotional health...

Promotoras play an important role.